

DURGESH KHUSPE



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TRAINING & CERTIFICATIONS

- Certificate Course in Project Director (CPD) Global Association for Quality Management
- Certified PRINCE2® Foundation Project Management Certification
- Certified ITIL® Foundation Level Certification
- Certificate course in PMP
- IBM Certified Managing Projects and Programs Capability
- IBM Certified Project Management Fundamentals (PM10G) & Project Management Orientation (PM54G)
- IBM Certified Financial Management for Project Managers (PM63G)
- Certificate course in Emerging Leaders (Leading Globally, Relationships, Strategy & Finance Leaders)

IT Project / Program Manager

PROFILE • ABOUT ME

A highly skilled and focused Project Manager/Program Manager, with significant experience in IT Infrastructure Project/Program Management of Major IT Contracts, Combines Strong Technical, Problem Solving, and Planning Capabilities to Successfully Deliver Projects On Time, In Budget and to exacting Specifications. Possess Excellent Interpersonal Skills and the Ability to Develop Strong Relationships with Clients, Suppliers, Subcontractors, Consultants, and Senior Management. The Strong and Supportive Leader of Multidisciplinary Teams, Thrives in Complex and Demanding Working Environment.

Having Total 16+ years of Experience in IT Infrastructure Management (Datacenter & Cloud) , 8 Year of experience in Project/Program Management & 7+ Years of experience in various Technologies having Extensive business process knowledge and technical experience.

EDUCATION

• **Computer Science, BSC IT, *Completed, August 2018***
Sarvepalli Radhakrishnan University
Bhopal, Madhya Pradesh

• **Computer Technology, Diploma, *Completed, June 2000***
Maharashtra State Board of Technical Education
Mumbai, Maharashtra

WORK EXPERIENCE

• **Regional Service Delivery Manager**
Progressive Infotech Pvt Ltd
Mumbai, Maharashtra

*Mar 2019
- Nov 2019*

- Program Management for 30 Projects in West Region and responsible for Hybrid Delivery Management of projects on IT Infrastructure, EUS & Cloud Services.
- Work with the IT Team to formulate and execute a relationship management strategy for the assigned Projects.
- Build relationships with key business stakeholders within the regional Group and Divisions to understand strategic direction, operational needs, trends, constraints, opportunities, etc.
- Work closely with the Project Leaders to support them through technology planning, advising on how to exploit existing technologies, and ensuring alignment with the Group strategy.
- Proactively Identify & Perform Risk Analysis with mitigation plan and Track until closure.
- Maintain a detailed knowledge of the key IT services, and manage and influence demand for IT services at the regional level, aligning demand for IT projects and services within the IT portfolio, and with the priorities and strategies.
- Assist with change, particularly using cost / benefit analysis to proactively manage business demand.
- Maintain a high degree of visibility within the region, and attend

- Certificate course in AWS Cloud Practitioner
- Certificate course in AWS Solution Architect– Associate
- Certificate course in AWS Solution Architect– Professional
- Certificate course in Azure Cloud Administrator & Azure Architecture Technologies
- Certificate course in Agile Fundamentals: Scrum, Kanban, Scrumban
- Certificate course in Robotic Process Automation Program Manager
- Certificate course in Artificial Intelligence for Managers
- Certificate course in Data science and Machine Learning for Predictive Project Managers
- Certificate course in IBM P Series Administration for AIX 5L V5.3
- Certificate course in IBM WebSphere Application Server & WebSphere MQ
- Certified Sun System Administrator for Solaris 9
- Certificate course in Global Networking Professional (A+, N+, Solaris, Redhat Linux, MCSE, CCNA)

SKILLS

Management Skills

Service Delivery

Client Relationship
Stakeholder Management

Program Management

Project Management

Quality Assurance
Risk Management.
Vendor Management
Agile(Scrum, Kanban/Scrum

- regional Group and Division business meetings and management forums, providing a central point of information for all related IT activities.
- Identify opportunities for IT to better support the business and promote IT as a trusted delivery partner.
- Assist the business to form pre-project business requirements that are right and adequate to satisfy both tactical and strategic business needs.
- Play a proactive role in defining service level needs.
- Oversee the technology program or projects delivered in the region to make sure expected outcomes are achieved.
- Acting as a sounding board for ideas and approaches to solving project issues that have program impacts.
- Identifying and managing cross-project dependencies.
- Advocate for the regional Projects, acting quickly to manage urgent issues and championing them until resolution, escalating when required.

Delivery Project Manager

IBM India Pvt Ltd

Mumbai, Maharashtra

*Jan 2011
- Dec 2017*

- Manage the delivery, IT Systems implementation Projects, delivering on time, on budget and to a high standard.
- Performed project/program management responsibilities across a number of delivery projects.
- Performed end to end project management tasks for Infrastructure Servers, Storage, and Network & Security dedicated on premises & Cloud Computing implementation projects.
- Experience on project management methodology, tools and templates (includes project planning, schedule development, scope management and cost management)
- Performed Cloud services delivery strategies and strong experience with implementations of all types of Cloud Deployment models Public, Private and Hybrid.
- Experience in developing and executing strategy for cloud/virtualization migration and implementation best practices for visualization systems
- Experience with deploying backup and recovery strategies and high availability solutions for applications and databases on virtual platforms.
- Performed scope management, change management. Assess / evaluate client Requirements against scope of project, manage project plan and schedule.
- Performed Project level risk and issues management, including driving their mitigation and resolution, and escalation management.
- Evaluating and making recommendations/decisions on technical options as appropriate.
- Manage IT Service Operations and infrastructure Delivery/Management for Multiple projects.
- Service Delivery & SLA adherence as per ITIL framework of Incident Management, Problem Management and Change Management.
- Engage with external service providers to establish and manage commercial proposals and work orders
- Actively participate and manage the service delivery meetings with internal customers and also with IT teams.
- Analyze service issues and initiate proactive communication with various Functions, stakeholders and business units on service issues and challenges.
- Work to mitigate the impact of service failures and improve quality

ban)

Operations Management

Cross Functional Team
Leadership
People Management
ITIL/ITSM
Incident Management
Change Management
Problem Management

Technical Skills

Unix(AIX/Linux/Solaris)
Wintel, Virtualization, Network, Security.
Disaster Recovery &
Backups.
Cloud Computing.

PERSONAL INFORMATION

Birthday

November 28, 1979

Gender

Male

Marital Status

Married

Nationality

India

Passport

M4760346, Expires
12/17/24

Processes

- Independently developed, analyze, manage and publish KPIs/Metrics to be used to measure the effectiveness and efficiency of the "in scope" ITSM processes.
- Participated in the development of IT infrastructure standards, methods, guidelines, techniques, tools and control structures, particularly in the area of IT project management.
- Manage the project delivery within contractual obligations and regulatory requirements.
- Formulating Team-Specific Project Plans to provide accurate status to TLs & Project Schedulers regarding project milestones.
- Directing resource allocation, capacity planning, project scheduling & execution, risk management, mitigation, etc.
- Manage tracking & controlling of project costs and P&L of accounts.

Sr. System Engineer (Operations Lead)

Nov 2009
- Jan 2011

SunGard Technology Services
Pune, Maharashtra

Project Overview:

- **SUNGARD Datacenter located in New Jersey, USA** having High-end to Midrange servers in a multi-network, clustered Environment, with Disaster Recovery site.

Job Responsibility:

- Leading Operations and Server Project Implementation activities. Performed System level Change & DR Drill Activities. Performed day-to-day operations involving the monitoring and maintenance of production servers and administration of systems in the production environment. Ensured maximum uptime & productivity and problem resolution within defined SLA.

System Administrator

Jun 2006
- Nov 2009

IBM Singapore as a contract
employee through Emerio
Globesoft Pte Ltd
Singapore, Singapore
Singapore

Project Overview:

- **Development Bank Singapore (DBS) Datacenter in Singapore** having High-end to Midrange servers in a multi-network, clustered Environment, with Disaster Recovery site.

Job Responsibility:

- Performing System Administration activities for AIX Servers (Internet Banking & Core banking). Performing System level Change & DR Drill Activities. Performed day-to-day operations involving the monitoring and maintenance of production servers and administration of systems in the production environment. Ensured maximum uptime & productivity and problem resolution within defined SLA.

System Administrator

Aug 2005
- May 2006

Atos Origin India Pvt Ltd
Mumbai, Maharashtra

Project Overview:

- **Standard Chartered Bank Data Center in Hong Kong** having High-end to Midrange servers in a multi-network, clustered Environment, with Disaster Recovery site.

Job Responsibility:

- Performing System Administration activities for Solaris/ AIX/ Wintel Servers. Configuration and performance monitoring of servers. Performing system level changes & DR Drill activities Ensured maximum uptime & productivity and problem resolution within defined SLA.

**System Administrator & Technical
Trainer**

*May 2003
- Aug 2005*

Indian Institute of Hardware
Technology Ltd
Mumbai, Maharashtra

Performed Training on Sun Solaris (SCSA) and Hardware (A+)
/Networking (N+) along with System Administration for Training
Servers in LAB.



CAREER HIGHLIGHTS

- Handled several high-level projects simultaneously, successfully delivering each of them in less time than was expected.
- Strategy Implementation - Injected IT architectural governance strategy into full project lifecycle through well-defined engagement points for infrastructure team, guidance, facilitation, contribution, impact assessments, and alignment reviews.
- Performance Management - Successfully deployed complex end-to-end business intelligence solutions that delivered business value to functional organizations. Facilitated effective working relationships between client, partners and project teams throughout project lifecycles.
- Process Improvement - Collaborated with [Teams/Departments] to ensure smooth work flow and efficient organization operations.



DECLARATION

DURGESH KHUSPE

Navi Mumbai, Maharashtra